

AC/ 2687
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Attorney's Docket 060258-0284997
Client Reference: 2990601US

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re PATENT APPLICATION of:
SAMI USKELA

Confirmation Number: 3626

Application No.: 10/049,437

Group Art Unit: 2687

Filed: February 12, 2002

Examiner: Phan, Huy Q.

For: METHOD FOR HANDLING A CALL

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

AMENDMENT/RESPONSE TRANSMITTAL

Transmitted herewith is an amendment/response for this application.

FEES

The fee for claims and extension of time (37 C.F.R. 1.16 and 1.17) has been calculated as shown below:

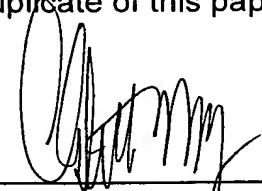
	CLAIMS REMAINING AFTER AMENDMENT	HIGHEST NO. PREVIOUSLY PAID FOR	PRESENT EXTRA	RATE	ADDIT. FEE
TOTAL	12	- 20	= 0	x \$ 50.00	= \$ 0.00
INDEP.	3	- 3	= 0	x \$ 200.00	= \$ 0.00
FIRST PRESENTATION OF MULTIPLE DEP. CLAIM				+ \$ 360.00	= \$ 0.00
TOTAL ADDITIONAL CLAIM FEE					\$ 0.00
GRAND TOTAL					\$ 0.00

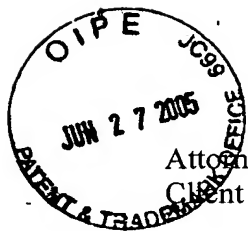
FEE PAYMENT

Authorization is hereby made to charge the amount of \$0.00 to Deposit Account No. 033975. Charge any additional fees required by this paper or credit any overpayment in the manner authorized above. A duplicate of this paper is attached.

Date: June 27, 2005

PILLSBURY WINTHROP SHAW PITTMAN LLP
P.O. Box 10500
McLean, VA 22102
703 905.2143


CHRISTINE H. MCCARTHY
Reg. No. 41844



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REQUEST FOR RECONSIDERATION

Mail Stop AF
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

In response to the Office Action dated March 28, 2005, Applicant requests reconsideration and allowance of pending claims 1-12 based on the following remarks. Claims 1-4, 7 and 9-12 have been rejected under 35 U.S.C. 102(b) as being anticipated by Friedes (U.S. 5,444,774), and claims 5, 6 and 8 have been rejected under 35 U.S.C. 103 as being unpatentable over Friedes and Schumacher et al. (U.S. 5,841,854, hereafter "Schumacher"). Applicant traverses this rejection because the cited prior art, analyzed individually or in combination, fails to disclose, teach or suggest the claimed invention.

For example, the cited prior art fails to disclose, teach or suggest a method comprising "providing said subscriber terminal of the subscriber A with at least one AV source for providing audio and/or visual information to said subscriber terminal of the subscriber A; offering a plural number of alternative AV sources to subscriber A when subscriber B is unable to answer; receiving information about the AV source chosen by subscriber A; and connecting the terminal used by subscriber A, or an AV part of the terminal, to the AV source chosen by subscriber A for the time subscriber A waits for subscriber B to answer or to become available, after which the call is connected between subscribers A and B," as recited in independent claim 1 and its dependent claims.

Similarly, the cited prior fails to disclose, teach or suggest the claimed telephone system comprising "connecting means for connecting the subscriber A's terminal to an AV source when subscriber B is unable to answer, wherein the system comprises a plural number

of alternative audiovisual sources of which at least one is arranged in said terminal used by subscriber A, and that the connecting means are arranged to connect the terminal of subscriber A to the AV source chosen by subscriber A when subscriber B is unable to answer,” as recited in independent claim 4 and its dependent claims.

Further, the cited prior art fails to disclose, teach or suggest the claimed subscriber terminal of a telephone system, the subscriber terminal “wherein the telephone apparatus also comprises an audiovisual source and connecting means for connecting the AV part to the AV source in response to control signals relayed from other parts of the telephone system to indicate that subscriber B is unable to answer,” as recited in independent claim 10 and its dependent claims.

Friedes merely teaches a technique for improving the utilization efficiency of the time a caller has to spend queuing. Friedes teaches offering the caller an option of being placed in an interactive queue (see col. 2 line 61 to col. 3 line 3). If the caller selects the option, then announcements including questions for the caller are played during the caller’s queuing time and answers (i.e., information) are obtained from the caller and stored until an attendant has an opportunity to answer the caller’s call. Once the call attendant has answered the caller’s call, the caller’s information is displayed for the attendant to reduce the time necessary for the call attendant to process the caller’s call. Thus, the invention takes advantage of the features and functionality offered by premises-based automatic call distributors and network-based automatic call distributors.

However, Friedes fails to teach or suggest that a caller’s subscriber terminal is provided with an AV source for providing audio and/or visual information to the caller. The Office Action asserted that blocks 504 - 511 of Friedes’ Fig. 5 disclose this; however, Friedes fails to teach or suggest a caller’s subscriber terminal should be equipped with an AV source. Rather, Friedes teaches that an AV source that provides announcements to a caller should be located in the Premises Voice Response Unit (PVRU) 111 or Network Voice Response Unit (NVRU) 204, which are both network elements (see, col. 8, lines 61-64, col. 9, lines 4-6, and Figs. 1 and 2).

Further, contrary to the Office Action’s assertions, Friedes also fails to disclose, teach or suggest a plurality of AV sources being offered to the caller when the called party (subscriber B) is unable to answer. The Office Action asserted that blocks 504 - 511 of Fig. 5 disclose this; however, Friedes fails to teach or suggest that a plurality of alternative AV sources could or should be offered to a calling party. Rather, Friedes teaches that only a

single interactive queue should be offered to the caller by the PVRU 111 or NVRU 204. If the caller chooses not to exercise the interactive option, then the call is placed in a conventional holding queue (col. 8, lines 61-67, and Fig. 5, blocks 504 to 512).

Schumacher fails to remedy these deficiencies of Friedes because Schumacher merely teaches intelligent and automatic call distribution targeting an individual person via wireless or wired communication media, instead of targeting a device. Schumacher's system and method automatically distribute a telephone communication from a caller to a user, wherein the user is a member of a group of potential communication recipients. The system uses criteria for determining which one of the members of the group will be the user.

Therefore, the combined teachings of Friedes and Schumacher fail to disclose teach or suggest the claimed invention including offering a plurality of AV sources to a caller when a called party is unable to answer or providing a caller's terminal with an AV source for providing audio and/or visual information to the caller. Accordingly, claims 1-12 are allowable.

All rejections having been addressed, Applicant requests issuance of a notice of allowance indicating the allowability of all pending claims. If anything further is necessary to place the application in condition for allowance, Applicant requests that the Examiner contact Applicant's undersigned representative at the telephone number listed below.

Please charge any fees associated with the submission of this paper to Deposit Account Number 033975. The Commissioner for Patents is also authorized to credit any over payments to the above-referenced Deposit Account.

Respectfully submitted,

PILLSBURY WINTHROP SHAW PITTMAN LLP

CHRISTINE H. MCCARTHY

Reg. No. 41844

Tel. No. 703 905.2143

Fax No. 703 905.2500

Date: June 27, 2005
P.O. Box 10500
McLean, VA 22102
(703) 905-2000